PROCEDURE FOR CLOSING A CLIENT

In order to close a specific client and remove them from your caseload list, the following must be done:

1) <u>All</u> services on SERL (Services List) must be closed (including non-payable services and removals)

2) <u>All</u> placements on CPHL (Client Placement History List) must be closed

3) The initial assessment (INA) on IARL/IARD must have been approved by your supervisor

4) <u>All</u> payments associated with that client must have been approved
NOTE: you may receive a message when trying to close that you can't because there are payments, and when you look on PAYA (Payment Approval List) you can't find any payments. Usually, this is because there are invoices associated to that client that providers haven't returned. Notify Central Office and they can assist you with these payments.

5) If the client has a trust account, the trust account must be closed. If there is a balance, an expenditure request will have to be made to refund the balance to the appropriate party (client, social security, child support, etc.) Notify Central Office and they can assist you with the trust account.

6) A closure review (CLO) must be added to IARL/IARD. <u>The client will remain on your caseload list (CSLL) until the closure review has been approved by your supervisor</u>!